

Arizona @ Your Service

Overview

www.az.gov

Presentation to:

Maricopa County Electronic Government Council
February 15, 2002

Gene Martel, Digital Government Services
Government Information Technology Agency

AAYS ...

- Platform for E-Services
- Improved Content Organization
- Scalable and Configurable
- Promotes a Common Look & Feel
- Application Development Services
- Partnership with SLAPR
- Available to All Government Entities
 - State Contract - AD000129 AAYS portal

KEYWORD SEARCH:

GO

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Visitor

- [Arizona Map](#)
- [About Arizona for Kids](#)
- [Office of Tourism](#)

Government Employee

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Resident

- [It's Tax Season!](#)
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Business

- [Trade Names Search](#)
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NEWS & EVENTS

1-30-02: Secretary of State Betsey Bayless Releases Statewide Voter Registration Figures for January 2002

1-30-02: Consumers to See Lower Gas Bills from Two Companies

1-29-02: Qwest Cancels Plans to Share Customer Data

[More](#) ➔

New State Residents ➔

Information for people moving to Arizona



Arizona State Legislature ➔
Special Session, Bills, Laws...



Arizona Homeland Security ➔
Information and Resources

GOVERNOR



Jane Dee Hull

- [Governor's Welcome](#)
- [Governor Hull's Homepage](#)

....We've Done A Lot!

- Contract Awarded in March, 2001
- Release I Launched in July
- Release II User Interface in November
- Payment and Directory Services in November
- MVRRs in December

and we've been recognized.....

“Our goal of using e-government to transform the way we do business is a success. We’re giving government back to the citizens through advances in technology. We’ve made e-government a priority through a partnership with IBM and the commitment to expand web-based service”

Richard Zelznak , State CIO (former)

“.....we don’t plan to relax. The launch of Arizona @ Your Service will keep Arizona at the forefront in meeting the expanded needs of our residents while cutting costs. People now can find information easily with a few ‘mouse-clicks’ through a centralized, e-government web portal.”

Jane Dee Hull, Governor

(Reference to Arizona’s #5 Digital State Ranking)

Current Offerings

- **Web Presence**
 - Featured Sites
 - Links to all levels of Government.
 - News, Search, Directory Listings, FAQ's etc.
- **Payment Module**
 - Credit Card Acceptance
 - E-Check
- **Access Control**
 - LDAP
- **Application Development**
 - Agency Web Development
 - Systems Integration



Major Application Development Activities

- **ARLS**
 - Arizona Regulatory Licensing System
(Common Licensing)
- **SPIRIT**
 - Vendor Registration and Payment
- **ADOT**
 - Enhanced MVRRs



Service Enhancements:

- Infrastructure Development
- Enhanced User Functions
- Application Development and Systems Integration
- Marketing and Business Development

- **Central Payment**
 - Common Interface
 - Central Merchant
 - Multiple Payment Options
 - Standard Reporting and Data Transfer to GAO
- **Public Key Infrastructure**
 - Use of State Approved Certification Authority
 - Document Signing
 - Common Certification and Validation
- **Access Control**
 - LDAP
 - Secured Access
 - Registered Applications (Secure Gateway)

- **Local Government Applications Suite**
 - Parking Tickets, Court Fines, Building Permits, Utility Payments, etc.
- **Knowledge Management**
 - Facilitate “life events” and “smart” transactions.
- **Enhanced Search**
 - Facilitate English Language Search.
- **Records Retention and Management**
 - Document Flow, Forms Repositories, etc.

- **GIS Services**
 - Wherever practicable.
- **Information Exchange**
 - Between agencies and jurisdictions.
- **Interactive Voice Response**
 - Wherever practicable.
- **Enterprise Portal Management**
 - Tools to support core AAYS content management.
 - Support for central content server functions.
- **Transaction Auditability**
 - Common access method for agencies to validate and reconcile transactions (or the business deliverables) that were completed via the portal.

Enhanced User Functions

- Life Events Transactions
 - Use of Knowledge Management tools to facilitate single point data gathering - resulting in multiple transactions.
- Personalization and Customization
 - “My Arizona” - User defined session and presentations. Supports localization based on zip code.
- Arizona Online Store
 - Gifts, Publications, Souvenirs, etc.
- Permit Center
 - Central Location for Permits and Privileges



Enhanced User Functions – (Continued)

- Threaded Discussion Groups
 - Government Forums
- Help Desk
 - “Contact Arizona”, customer inquiries, context sensitive help, phone support, etc.



Application Development and System Integration Services

- Web Development for Agencies
- Web Hosting
- Consulting
- Business Process Re-engineering



- Application & Services Selection
 - Candidate Application Matrix
 - Use of OEG and IBM Resources
 - Re-Assessing Readiness
 - Prioritization
 - Arizona Portal Advisory Council (APAC)
 - Change Management and Change Integration Board
- Marketing and Outreach
 - State Agency Outreach
 - Local Government Outreach
 - Executive and Legislative Outreach
 - Advertising

Candidate Applications

Accident Records - DPS

Annual/Quarterly Report filing – (multiple agencies/boards)

Background Investigations Fees – Gaming

Campsite Reservations – State Parks

Child Support Payments - DES

Collection of Transaction Privilege and Withholding Taxes – DOR

Concealed Weapons Permits (partial registration) – DPS

Facilities Licensing and Renewal – (multiple agencies/boards)

Fines Collections – (multiple agencies/boards)

Gaming Certification - Gaming

Gift Sales – Mines and Minerals Museum

Gifts Sales – State Parks

Candidate Applications – (Continued)

Lobbyist Registration - SOS

Penalties Payments – Liquor

Recreation Permits – State Lands

State Permits – (multiple agencies/boards)

State Trust Land Applications – State Lands

State Trust Land Lease Renewals – State Lands

Surplus Property Sales - ADOA

Unemployment Insurance Tax Payments - DES

Vendor Registration (Payments) - SPO

Vital Records Purchases - DHS

Vital Records Submissions - DHS

Watercraft Licensing – Game and Fish

Training Registration – Supreme Court

Supporting Entities

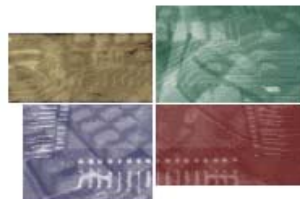
- APAC
 - Arizona Portal Advisory Council (Oversight)
- Webmasters Forum
 - AAYS Style Guide
 - http://gita.state.az.us/digital_gov/style_guide.htm

Additional Information.....

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GITA's Mission



"Partnering with state agencies and private sector organizations to improve information technology capabilities, both technical and human, to efficiently add value and improve delivery of quality public services for the people of Arizona"

Meetings

Webmasters Forum - Feb 14

ITAC - Feb 15

[Click here](#)

Seminar - February 6:
Advancing Digital Government
through Digital Readiness
(Click for details)



Technology News

1-11-02: Arizona State CIO Resigns

1-8-02: Arizona ranked No. 5 for e-government services

12-20-01: TelcoControl - Easy Website Optimizes School Districts' Buying Power for Telecommunications Services

E-Bits: Winter 2002 - GITA Newsletter

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http://



Arizona @ Your Service
Arizona Government Services



Online Resources
Information Technology Links



Governor Jane Dee Hull
Governor Hull's Homepage



Arizona Homeland Security
Information and Resources



Thank You!



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Questions?

E-GOVERNMENT